

# Lorain County Children Services

## Board Meeting

Wednesday, July 6, 2022 @ 5:00 p.m. (Rescheduled from 7/20/22)

### **I. Call to Order**

Board Chair Jim Miller called the meeting to order at 5:00 p.m. at the Lorain County Administration Building, 226 Middle Ave., 4<sup>th</sup> Floor, Room A, Elyria, Ohio 44035.

#### **A. Roll Call**

**Present:** Lee Armbruster, Christina Doran, Kenneth Glynn, Dan Gross, Andrew Lipian, Jim Miller, Mallory Santiago

**Excused:** Martin Heberling

**Also Present:** Kristen Fox-Berki, Executive Director

Board Member Tamika Bonilla submitted her resignation from the LCCS Board. A request will be sent to the Board of Commissioners to appoint another Board member to fill the remainder of her term.

#### **B. Review Agenda**

Board Chair Jim Miller asked if there were any additions or changes to the Board Meeting Agenda submitted for the July 6, 2022, Board meeting. No additions or changes made.

#### **C. Review and Approve Minutes**

Board Chair Jim Miller asked if there were any additions or changes to the Board Meeting Minutes submitted for the June 15, 2022, Board meeting. Hearing none, the minutes are approved as distributed.

### **II. Public Comment**

Board Chair Jim Miller noted that there was no one from the public present and wishing to address the Board.

### **III. Old Business**

#### **A. Tabled Items**

- **Policy 4.1 Non-Bargaining Pay Scale**  
Tabled until the August Board meeting.

#### **B. Unresolved Action Items**

- **Visitation Center**  
A few of the Board members and LCCS staff members will schedule a visit with Summit County to tour their visitation center, then meet to identify items of importance for the LCCS visitation center.
- **LCCFFC Items for Approval**  
On June 29, 2022, the Lorain County Board of Commissioners approved an MOU on behalf of Lorain County Children and Families First Council

(LCCFFC) with the Lorain County Commissioners and Lorain County Children Services (LCCS) for the change in the administrative agent effective July 1, 2022.

**MOTION:** A motion was made by Christina Doran, seconded by Mallory Santiago to approve the execution of the LCCFFC MOU whereas LCCS will become the Administrative Agent for LCCFC effective July 1, 2022. Motion carried.

**Roll Call Vote**

Ayes:	Lee Armbruster, Christina Doran, Kenneth Glynn, Dan Gross, Andrew Lipian, Jim Miller, Mallory Santiago
Nays:	None- 0
Abstentions:	None- 0

Kristen Fox-Berki provided the Board with a list of contracts LCCFFC oversees, as the contract manager.

**MOTION:** A motion was made by Christina Doran, seconded by Kenneth Glynn to approve the LCCFFC Contracts. Motion carried.

**Roll Call Vote**

Ayes:	Lee Armbruster, Christina Doran, Kenneth Glynn, Dan Gross, Andrew Lipian, Jim Miller, Mallory Santiago
Nays:	None- 0
Abstentions:	None- 0

**IV. Executive Director’s Report**

**A. Policy 4.6 New Hires/Leaves**

New Hire for the month of June:

- Megan Ansted, Direct Services Caseworker, 6/6/22
- Andrea Franklin, Direct Services Caseworker, 6/6/22
- Monique Payne, Direct Services Caseworker, 6/6/22

Leave for the month of June:

- Alasaundra Zurcher, Direct Services Caseworker, 6/3/22
- Ryann Daniels, Direct Services Caseworker, 6/15/22
- Hassan Saaka, Computer Systems Coordinator, 6/28/22

**B. Policy 5.14 Annual Management Plan**

Kristen Fox-Berki provided the Board with the 2021-2022 LCCS Management Plan Priorities and Summary.

- 1) Priority #1: **Update and Consolidate the Retention Schedule.** This schedule has been updated to include electronic files. The schedule was formally approved at the Records Commission Meeting on October 20, 2021.
- 2) Priority #2: **Evaluate Turnover and Explore Ways to Increase Employee Retention.** The Board approved to expand the requirement for caseworkers from a master’s degree in Social Work, to include master’s degrees in related

fields. In addition, Stay Interviews were conducted by the CQI department and encouraged all staff to participate. Fifty percent (50%) of LCCS staff participated in the Stay Interviews and forty percent (40%) of staff that participated have been employed for 10 years or longer. The top reasons why staff indicated they stay with the agency included enjoying the nature of the work and working within a team or unit, co-workers (peers), benefits and flexibility. Areas of concern centered on the amount of work, role confusion, communication from the top down, and lack of competitive wages. The Stay Interviews will be conducted every year or two. Flexibility regarding wages is limited due to the Collective Bargaining Agreement (CBA) and wages are a part of the negotiation process. Turnover rates increased from 2019 to 2020 from 6.7% to 11% respectively and increased in 2021 to 12.7%. We will continue to look for ways to improve. We have been a part of a lot of committees at the State level and assessing ways to stabilize the workforce.

- 3) **Priority #3: LCCS Move from the County Administration Building to the LCJFS Building.** The move did not occur; therefore, there is nothing further to report.

Regarding the 2022-2023 Management Plan, Kristen Fox-Berki shared topic ideas which include Staff Retention, the Visitation Center and Council on Accreditation (COA). If the Board has anything to add, please contact Ms. Fox-Berki.

Board Vice Chair Andrew Lipian received anonymous concerns from staff regarding clients' safety, however specifics were not provided. The Board agrees that Kristen Fox-Berki will work with the Board to investigate the concerns.

### **C. Policy 7.14 Client Grievance**

Kristen Fox-Berki provided the Board with the Ombudsman Quarterly Report from April 1, 2022, through June 30, 2022, including the number of Grievances Filed, Public Complaints, Telephone Calls, Emails, Walk-ins, New Requests for Ombudsman Services this Quarter, Requests Resolved that were pending from the last Quarter and New Requests within this Quarter. Ms. Fox-Berki then reviewed each of the Resolved Requests Pending from the Previous Quarter, and New Requests.

### **D. Policy 8.2 Strategic Plan**

In the past 6-9 months LCCS's strategies are running parallel with the State's, and their initiatives will play a role in our Strategic Plan. The three strategies include:

- 1) **Diversity, Inclusion, Family and Individual Rights (DIFIR)**

Procedures, pamphlets, etc. are currently being updated. We are working closely with the Public Children Services Association of Ohio (PCSAO) workgroup to form a community of equity and inclusion, providing us with additional support from the State to help guide this initiative.

- 2) **Responding to Trauma/Advance Trauma-Informed and Resilient Professionalism**

A State committee conducted a safety culture survey and seventy-one percent (71%) of LCCS staff participated. The individuals from the committee are attending LCCS department meetings to discuss the survey results, receive

feedback and provide their findings to the State. We are also in contact with someone to facilitate a resiliency training with our staff at all levels, tailored to our agency.

3) **Family First Act Implementation and Innovation**

The Family First Prevention Services Act (FFPSA) was enacted to focus on reducing the number of children entering foster care. Procedures are currently being updated, new prevention services are being created and changes are being made to residential care for children. We are also making changes to the Custody Review Team (CRT) process and focusing on family search and engagement to keep children safely with their families and prevent foster care.

**Additional Discussion Topics:**

Travel Contract

LCCS secured a contract with Travelmax Global, LLC through the State Procurement contract. Since the contract was established, staff are traveling more frequently, and the cost of travel has significantly increased. As a result, an addendum to the original contract is needed to increase the compensation from \$25,000 to \$75,000.

**MOTION:** A motion was made by Dan Gross, seconded by Andrew Lipian to amend the contract with Travelmax Global, LLC from \$25,000 to \$75,000. Motion carried.

**Roll Call Vote**

Ayes:	Lee Armbruster, Christina Doran, Kenneth Glynn, Dan Gross, Andrew Lipian, Jim Miller, Mallory Santiago
Nays:	None- 0
Abstentions:	None- 0

**V. Fiscal Reports**

**A. Policy 6.1 Quarterly Financial Update**

Tabled.

**VI. New Business**

**A. New Items for Discussion and Approval**

- **Resolution 07-2022-01 Approval of Collective Bargaining Agreement with UAW Local #2192**

Board Chair Jim Miller reviewed Contract Resolution 07-2022-01, to accept the agreement between Lorain County Children Services and the International Union, United Automobile, Aerospace and Agricultural Implement Workers of America, Local #2192, Effective April 1, 2022, through March 31, 2025.

**MOTION:** A motion was made by Christina Doran, seconded by Mallory Santiago to approve Resolution 07-2022-01. Motion carried.

**Roll Call Vote**

Ayes:	Lee Armbruster, Christina Doran, Kenneth Glynn, Dan Gross, Andrew Lipian, Jim Miller, Mallory Santiago
Nays:	None- 0
Abstentions:	None- 0

**VII. Executive Session** *(to discuss litigation, personnel matters and other matters required to be kept confidential by law)*

**MOTION:** A motion was made by Mallory Santiago, seconded by Kenneth Glynn to move into Executive Session to discuss personnel matters. Motion carried.

**Roll Call Vote**

Ayes:	Christina Doran, Dan Gross, Andrew Lipian, Jim Miller
Nays:	None- 0
Abstentions:	None- 0

**MOTION:** A motion was made by Christina Doran, seconded by Kenneth Glynn to move out of Executive Session.

**VIII. Announcements**

Mallory Santiago requested the Board to authorize a donation to Operation Open Heart. The camp begins on July 18, 2022.

**MOTION:** A motion was made by Mallory Santiago, seconded by Kenneth Glynn to donate \$1,000 to Operation Open Heart. Motion carried.

**Roll Call Vote**

Ayes:	Lee Armbruster, Christina Doran, Kenneth Glynn, Dan Gross, Andrew Lipian, Jim Miller, Mallory Santiago
Nays:	None- 0
Abstentions:	None- 0

**IX. Adjourn**

**MOTION:** It was moved by Christina Doran, seconded by Kenneth Glynn to adjourn the Board meeting at 6:23 p.m. Motion carried.

The next Board meeting is scheduled for August 17, 2022, at the Lorain County Administration Building, 226 Middle Ave., 4<sup>th</sup> Floor, Room A, Elyria, Ohio 44035.

Minutes Prepared by:  
Kimberly Kassam, Administrative Supervisor

Approved by:  
Christina Doran, Board Secretary